

## Transcript: VICTORIA

**Taylor-6123674068631552-5943739182006272**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. My name is Ashley, and I work at MAU. And when I had put in my application, I had put in for the insurance taken out of my application as well. Mm-hmm. So I was just calling to see how would this work, or how would the insurance work? And, um, do I have to get a card through the mail or do I have to, um... You know, would it come in the mail? Or do I... Like, how, how does it work? I'm just very confused 'cause I had, um, I had paid for it. I, I think it's coming out my checks. I don't know if it's coming out my checks or not, but it should be because I had put it to automatically come out of my checks. So I was just calling to check up on that and see if you got me the right way. That's it. Okay. You said you're with MAU? Yes, ma'am. All right. What's the last four of your Social? My Social? Yes, ma'am. Just the last four. Oh, 2275. All right. Uh, and what's your first and last name again? Ashley Lambert. Okay. Do you mind verifying your address and date of birth? Uh, yes. My address should be 3423 Wise Fairway and my birthday is March 27th, 2005. All right. Phone number 706-305-5157? Mm-hmm. Okay. And then email is last name, first name thirty-three at gmail.com. Is that right? Yes, ma'am. That's right. Oh, okay. Sorry, I didn't hear you for a second. Um, so yeah. It's okay. It looks like, uh, the coverage just became active this Monday. This Monday? Um, so it typically- Yeah. It typically takes about 7 to 10 business days once the coverage becomes active to get the, um, ID card. So you should get it by, I would say, no later than next week. Next week? Um, yeah. But I can try and look up like a digital copy that you can use in the meantime. Okay. Yes. That'd be perfect because I want to go through... And I, I got another question. With this insurance, like, with you, how... Can I go to any prompt care, any doctor and they'll take it? So, what you're enrolled into is the MEC StayHealthy, and that's basically a preventative medical plan, so it covers things like yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay in the network. Um, so you do have to stay within the multi-plan network. Okay. And what about... I was just going to see, like, what about, like, testing for, like, anything? Would it be like over there I would have to pay? Um, that I'm not too sure of. I mean, we're just your administrators. So we're not the actual insurance company. I know, like I said, again, this is a preventative medical plan. So if it's like a preventative screening that you're having done, um, you know, that's the type of coverage it provides. But if you want to verify that with the insurance carrier, I can also give you their phone number. Okay. Yes, that'd be, that'd be nice. Okay. I just wanted to make sure. So before I go to the doctor and, you know, get myself checked and stuff like that, I just want to make sure that, uh, my insurance was good. Okay. Well, let me finish looking up your ID card really quick, so I can put together an email for you and then I will be right back. Okay. All righty. Thank you so much for holding. So I sent the ID card to your email with instructions- Okay. ... to find providers. And then, let me go ahead and give you the phone number for, uh, 90 Degree Benefits, and

they can go over the, uh, coverage screenings with you. Okay. Can I have a question? Do you know what time do they close or no? Uh, honestly, I'm not too sure. Okay. 'Cause I get off at, uh, 4:30. So I was just saying, what if I... By the time I get off, would they be... Would they answer the phone? If not- Yeah. ... it's okay, I could call tomorrow, but you can go ahead with the number. Okay. Um, so let's see. It looks like it's 800-833- Mm-hmm. ... 4296. Mm-hmm. And then, um, when it takes you through the prompt system, make sure to hit option one. Okay, thank you so much. You're welcome. Do you need help with anything else? No, ma'am. That was it. Thank you so much. You're welcome. Have a good day. You as well.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, Victoria. My name is Ashley, and I work at MAU. And when I had put in my application, I had put in for the insurance taken out of my application as well.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So I was just calling to see how would this work, or how would the insurance work? And, um, do I have to get a card through the mail or do I have to, um... You know, would it come in the mail? Or do I... Like, how, how does it work? I'm just very confused 'cause I had, um, I had paid for it. I, I think it's coming out my checks. I don't know if it's coming out my checks or not, but it should be because I had put it to automatically come out of my checks. So I was just calling to check up on that and see if you got me the right way. That's it.

Speaker speaker\_0: Okay. You said you're with MAU?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_1: My Social?

Speaker speaker\_0: Yes, ma'am. Just the last four.

Speaker speaker\_1: Oh, 2275.

Speaker speaker\_0: All right. Uh, and what's your first and last name again?

Speaker speaker\_1: Ashley Lambert.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, yes. My address should be 3423 Wise Fairway and my birthday is March 27th, 2005.

Speaker speaker\_0: All right. Phone number 706-305-5157?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. And then email is last name, first name thirty-three at gmail.com. Is that right?

Speaker speaker\_1: Yes, ma'am. That's right.

Speaker speaker\_0: Oh, okay. Sorry, I didn't hear you for a second. Um, so yeah.

Speaker speaker\_1: It's okay.

Speaker speaker\_0: It looks like, uh, the coverage just became active this Monday.

Speaker speaker\_1: This Monday?

Speaker speaker\_0: Um, so it typic- Yeah. It typically takes about 7 to 10 business days once the coverage becomes active to get the, um, ID card. So you should get it by, I would say, no later than next week.

Speaker speaker\_1: Next week?

Speaker speaker\_0: Um, yeah. But I can try and look up like a digital copy that you can use in the meantime.

Speaker speaker\_1: Okay. Yes. That'd be perfect because I want to go through... And I, I got another question. With this insurance, like, with you, how... Can I go to any prompt care, any doctor and they'll take it?

Speaker speaker\_0: So, what you're enrolled into is the MEC StayHealthy, and that's basically a preventative medical plan, so it covers things like yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay in the network. Um, so you do have to stay within the multi-plan network.

Speaker speaker\_1: Okay. And what about... I was just going to see, like, what about, like, testing for, like, anything? Would it be like over there I would have to pay?

Speaker speaker\_0: Um, that I'm not too sure of. I mean, we're just your administrators. So we're not the actual insurance company. I know, like I said, again, this is a preventative medical plan. So if it's like a preventative screening that you're having done, um, you know, that's the type of coverage it provides. But if you want to verify that with the insurance carrier, I can also give you their phone number.

Speaker speaker\_1: Okay. Yes, that'd be, that'd be nice.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I just wanted to make sure. So before I go to the doctor and, you know, get myself checked and stuff like that, I just want to make sure that, uh, my insurance was good.

Speaker speaker\_0: Okay. Well, let me finish looking up your ID card really quick, so I can put together an email for you and then I will be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All righty. Thank you so much for holding. So I sent the ID card to your email with instructions-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... to find providers. And then, let me go ahead and give you the phone number for, uh, 90 Degree Benefits, and they can go over the, uh, coverage screenings with you.

Speaker speaker\_2: Okay. Can I have a question? Do you know what time do they close or no?

Speaker speaker\_0: Uh, honestly, I'm not too sure.

Speaker speaker\_2: Okay. 'Cause I get off at, uh, 4:30. So I was just saying, what if I... By the time I get off, would they be... Would they answer the phone? If not-

Speaker speaker\_0: Yeah.

Speaker speaker\_2: ... it's okay, I could call tomorrow, but you can go ahead with the number.

Speaker speaker\_0: Okay. Um, so let's see. It looks like it's 800-833-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... 4296.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: And then, um, when it takes you through the prompt system, make sure to hit option one.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_2: No, ma'am. That was it. Thank you so much.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_2: You as well.